



INFORMATION TECHNOLOGY

The mission of the Information Technology Department is to create, implement and maintain technology solutions that improve the operational efficiencies and expand the customer service capabilities of the City of Wichita as a whole.

DEPARTMENT GOALS AND OBJECTIVES

1. Provide citizens and the business community information and access to City government. (Strategic Priority I, II and IV)
 - a. Provide GIS information for use by developers, investors, citizens and City staff.
 - b. Provide citizen access to information and staff via the Internet.
2. Provide communication and information gathering capabilities to City staff. (Strategic Priority IV)
 - a. Promote business communication and research capabilities for City staff.
3. Maintain customer hardware to maximize productivity and minimize downtime. (Strategic Priority III and IV)
 - a. Provide customers with data and telephony equipment.
 - b. Maintain adequate staffing levels to handle Help Desk call load.



PERFORMANCE MEASURES



City of Wichita - Internal Benchmark

Dept. Objective	Program Measure Description	Benchmark	2004 Actual	2005 Projected	2006 Target	2007 Target
1a	Parcels in GIS database	203,583	209,425	212,890	215,360	219,010
1a	Data themes/data layers	240	251	250	250	250
1b	Number of requests for City Internet pages	2,618,149	5,544,742	9,204,354	12,876,546	18,027,164
1b	E-mailed requests received through the Web Site	2,454	5,732	1,612	1,864	2,144
1b	Number of files downloaded from the Web Site	369,093	664,067	787,406	954,653	1,145,584
2a	Number of devices receiving dial tone	2,062	2,117	2,112	2,112	2,112
2a	Number of e-mail users	1,194	1,401	2,036	2,375	2,731
2a	Number of Internet users	370	485	521	550	590
2a	Number of imaging (electronic file cabinet) users	447	569	846	971	1,117
2a	Number of GIS users	165	226	234	295	310
3a	Number of personal computers	1,492	1,744	1,773	2,060	2,105
3a	Number of servers	84	112	128	147	163
3a	Number of wide area network (WAN) locations	66	67	70	75	80
3b	Total Help Desk calls	24,485	27,583	24,500	24,500	24,500
3b	Help Desk support requests received by e-mail	600	633	566	600	600



RECENT ACCOMPLISHMENTS

- **Wireless Initiative.** A project to determine how to mobilize the City workforce via a wireless capability was undertaken. Because of these efforts, a consortium consisting of Sedgwick County, Westar Energy and USD 259 was created and a study to create the engineering design was presented to City Council in early 2005. Funding has been secured from Federal and City sources to cover the City's portion of the project costs.
- **MyWichita.** Launched MyWichita, a section of Wichita.gov that provides personalization and transactional delivery of City services for businesses and individuals. MyWichita allows citizens to create a personalized profile that includes subscriptions for areas/topics of interest, a personalized appearance of information and account information that makes doing business with the City of Wichita much easier.
- **Automated Vehicle Location (AVL) and Laptops for Police and Fire.** Created a solution to use Intelligent Transportation Systems (ITS) funding to equip Fire and Police with new laptops, mounts and AVL. This extremely large project includes selection of laptops and mounts, and the installation of these units. Once the Wireless Project is completed, these laptops will provide public safety with direct access to network resource equivalent to being in the office, including the ability to create new cases and daily reports, and access to GIS information.
- **Wireless Internet.** Installed wireless Internet access for travelers in the Airport terminal building and on the concourse, allowing business travelers to access their email and other corporate documents while waiting for their flight. Also set up sixteen cubicles along the concourse with wired Internet access offering travelers a place to work while awaiting their flight. Expanded this network to enable connection by runway maintenance crews when working on the runways.
- **DataStream.** Migrated the City's DataStream work order/asset management system to City servers, offering better functionality for users in Public Works, Transit and Airport.
- **BTK Support.** Provided PCs, copiers, printers and telephones for the Cold Case unit of Police at multiple locations in support of the BTK case.
- **GeoCrime.** This new GIS application developed for Police includes advanced crime analysis capabilities, new GIS layers and tools, and integration with other information sources such as E*Justice, State Parole, Sedgwick County Sheriff and the KBI. The Police Department placed GeoCrime users in every Bureau and it is being used on a weekly basis for crime trends in patrol, investigations and support. Traffic and Intelligence use GeoCrime daily for aerial photography, property ownership and crime trends. GeoCrime was featured at the National Institute of Justice Conference in

Boston, at a Wichita State University Graduate Community Police class and on all three local television stations.

- **Convention and Visitors Bureau (CVB) Web Site Redesign.** The CVB web site was redesigned to better meet the needs of the CVB, align with new marketing strategies and be reflective of new technologies. The new design incorporates a number of new features, including: administrative interface for members, a centralized calendar, new items and e-postcards.
- **E-Permits Implementation.** Using the Internet, the construction and development community, business owners, property owners and citizens now have the ability to apply for permits and schedule inspections. So far, hundreds of applications have been received. Each application submitted electronically eliminates the need for OCI support staff to enter the application manually into Tidemark and provides an electronic filing system for contractors.
- **Mobile Inspector Initiative.** Studied, tested and designed a laptop solution for Code Enforcement Officers to input inspection data into Tidemark. The solution saves valuable time by reducing trips to and from the office. Due to the success of the pilot project, plans have been developed to further expand mobile technology by implementing a PDA solution for trade inspectors in 2005.
- Added six sites to the **Wide Area Network (WAN)**, including CityArts, a Community Police station, Fire Station #10, Police Property and Evidence, a new parking attendant station at the Airport and the expanded Housing Department facility.
- **Interactive Voice Response (IVR) Technology** was implemented for Housing, providing automated billing information by phone to tenants and payment information to landlords.
- Revised **internal service fees** (data rates), decreasing rates by 4.3% overall due to consolidation of services, economies of scale and continued management of the Total Cost of Ownership.

OVERVIEW

Information Technology provides computerization and telephony to the City organization, and to citizens through the City's Web site. Other functions include providing staff assistance to the IT/IS Advisory Board, assisting City staff with technology concerns and development and serving as liaison to Sedgwick County IT.

Information Technology (IT) services support 2,563 internal users of 13 major systems at 66 City facilities. System access is available 24 hours a day through 1,773 personal computers (PCs). Telecommunications services are provided through 2,049 telephone lines, 1,276 telephone instruments and 152 pagers to City staff.



Systems supported by IT include: Internet applications, public safety, Geographic Information Systems (GIS), document imaging, office automation (including electronic mail and Microsoft Office productivity software), water billing, permitting (Central Inspection), park and recreation registration, Firehouse, human resources, finance, wireless e-mail, asset management and telecommunications, including long-distance service, pagers and voice mail.

IT Application Users	
	Number of Users
Public Safety System	995
Office Automation/E-Mail	1,422
Park	31
GIS	234
Central Inspection	155
Imaging	1,127
Firehouse	70
Asset management	136
Finance/Payroll/Utility Billing	344
Internet Access	521

IT was recognized as a City department in 2005. Previously, IT had been a division of the Finance Department. Although IT's organizational status has changed, the mechanisms currently in place, such as the IT/IS Advisory Board, have not. Departmental recognition is the final step in solidifying the organizational commitment to improvement by technology. This process began with the hiring of a Chief Information Officer (CIO) in 2000.

The IT/IS Advisory Board is chaired by the Assistant City Manager, and includes department directors from Finance, Police, Water & Sewer, Park and Library. The Board is charged with establishing and maintaining strategies that maximize the use of technology at a reasonable cost to the organization, while representing many of the major departmental technology users.

WORK GROUP DESCRIPTIONS

Information Technology is organized into five work groups: Administration/Print Shop, GIS Applications, Internet Technologies/Application Development, Application Support, and IT Operations/Help Desk.

ADMINISTRATION/PRINT SHOP. Provides managerial, administrative and financial oversight to the department, operates the Print Shop and is responsible for paying bills and administering the internal charge back system.

GIS APPLICATIONS. The GIS Applications group develops and updates GIS data layers for use in nearly every City field operation, including Police, Planning, Water and Sewer, Public Works, Fire and the Office of Central Inspection. GIS also

coordinates data sharing with Sedgwick County, providing weekly updates to the City GIS databases so that users always have the most up-to-date information.

INTERNET TECHNOLOGY/APPLICATION DEVELOPMENT.

This work group, also known as the Web group, develops and maintains the City Web Site, and collaborates with other City departments to provide information to the public via the Internet. The Web group also searches for e-commerce opportunities and supports departments that do business electronically. Several examples of e-commerce applications include receiving bids electronically, the availability of Municipal Court and OCI forms and documents and the selling of Police Department generated accident reports, saving time and money for purchasers and Police.



APPLICATION SUPPORT. The Application Support group is tasked with optimizing software systems for use by City departments, and leading application upgrade/update projects. Examples of supported systems include finance (Performance), personnel/payroll (Cyborg), utility billing (Banner) and construction permitting (Tidemark).

IT OPERATIONS/HELP DESK. IT Operations is responsible for all IT hardware and network equipment, and maintaining the security and integrity of the Citywide network. The Help Desk responds to user concerns and plans and schedules replacement of desktop hardware.

FINANCE AND OPERATIONS

IT is an internal service enterprise operation, charging departments for support and maintenance of the information systems. Data charges and staffing levels increase only with additional service provision, as new systems are added or as systems are expanded. Rates are examined annually.



Adjustments are made if ongoing costs change. In addition to supporting maintenance and operations of technology systems, IT rates fund hardware replacement. For example, over 500 PCs are projected to be replaced in 2005, in response to major component breakdowns and technological obsolescence.

IT is staffed by 55 employees, 51 of which are professional staff. Three new staff were approved for 2005, one to focus on network security, one to develop a Capital Improvement Program (CIP) project tracking and management system, and one to support the new ticketing system to be used at Century II. Additional staff included in the budget includes a position to focus on work orders and productivity improvements in field operations (specifically Public Works), and a position to support an Agenda Management system and other systems used extensively by the City Council and City Manager.

FUTURE CHALLENGES

IT will continue to enrich technology options for internal customers, increase the value of technology within the organization, and streamline and improve operations. Specific projects include:

- **Wireless Network.** Continue to work to secure a wireless network capability for City operations.
- **AVL Implementation.** Deploy laptops, mounts and AVL for Public Safety and Transit. Deployment to non-Public Safety operations is dependent upon establishment of a wireless data network.
- **Hardware Architecture.** Implement the new hardware architecture for servers (Blade) and disk storage (Storage Area Network, or SAN). Examine new technologies such as virtual servers and tools such as enterprise management to improve price/performance as well as management, security and availability.
- **Office 2003.** Develop a strategy, cost model and project plan for the migration to Microsoft's latest office automation software, Office 2003 (or it's successor).
- **Exchange 2003 Upgrade.** Upgrade the City's email system to Exchange 2003. Examine the possibility of secure access to City email via the Internet.
- **Legal Defense/Discovery.** Develop a strategy to deal with lawsuit-related discovery motions.
- **E-Security and Disaster Recovery.** Security threats continue to grow and the security requirements of various departments, state and federal agencies are increasing. Closely related is the City's disaster recovery capability. Improving that capability and plans must be an ongoing effort.
- **Voice Over IP (VOIP).** Evaluate the viability of VOIP technology for the City of Wichita. VOIP would allow use of the telephone system via a consolidated voice/data network connection. This would allow remote sites to use the telephone system without needing expensive stand-alone phone systems. However, the phone system would face reliability issues if network service were interrupted.
- **Print Shop.** Review the entire Print Shop operation, including the cost model, processes and technology. The goal is to significantly improve the functionality and usefulness of the Print Shop to the City.
- **Printer/Copiers.** Issue a Request for Proposals (RFP) to replace the aging copier/printer machines.
- **Consolidated Billing.** Examine the feasibility of consolidated billing for all City services.
- **Tourism Umbrella.** Continue to search for ways to define and implement the vision of a tourism umbrella to improve tourism offerings to citizens and visitors. This includes:
 - **Ticketing System.** Complete the implementation of the Century II ticketing system to enhance operations.
 - **Consolidate Marketing Efforts.** Explore hosting new web sites on City servers to extend value and provide a professional central calendar for community attractions such as the Indian Center, Ice Sports, Art Museum, Botanica and CityArts. Implement a shared calendar across all City-hosted sites to ensure consistent and timely notifications to the public of all events and provide a consistent message.
 - **Channel 7.** Better utilize the channel by implementing a system to schedule programming. The system would be integrated with the City's web capability, including the calendaring system and ticketing system.
 - **Convention & Visitors Bureau.** Continue to improve and expand the CVB web presence, possibly through GIS capabilities, integration with the ticketing system, and integration of CVB backend data systems into the online presence. The online ticketing system will be tightly coupled with the CVB web site and community calendar.
 - **Streaming Video.** IT will explore the use of streaming video and related technologies for marketing tourism on Channel 7 and all hosted web sites.
- **E-Forms.** Create a pilot project for the creation of electronic forms. E-forms can be used to convert existing paper systems to digital systems that would provide end-to-end electronic creation, routing, approval, tracking and integration with existing City systems.
- **Online Traffic Ticket Payment.** Develop a system to allow online payment of traffic and parking fines.
- **Kiosks.** Create a strategy to deploy self-help kiosks for employees as well as citizens so that both groups can conduct business with no employee assistance. This would require hardware deployment as well as further development of the E-Government capability.



Information Technology Fund Budget Summary

	2004 Actual	2005 Adopted	2005 Revised	2006 Adopted	2007 Approved
Information Technology Fund Revenue	7,230,938	7,127,700	7,591,870	7,990,200	7,755,200
Personal Services	3,002,480	3,458,110	3,438,470	3,775,090	3,995,820
Contractual Services	2,737,280	2,791,430	2,786,950	2,832,090	2,828,130
Commodities	264,606	355,140	560,520	741,340	333,940
Capital Outlay	235,796	445,020	469,020	234,080	115,000
Other	609,542	760,000	554,740	1,560,000	365,000
Total Information Technology Fund Expenditures	6,849,704	7,809,700	7,809,700	9,142,600	7,637,890
Revenue Over (Under) Expenditures	381,234	(682,550)	(217,830)	(1,152,400)	117,310
Information Technology Fund Cash Balance	1,492,070	261,046	1,274,240	121,840	239,150
Total full-time positions	50	52	55	55	55
Total part-time positions	0	0	0	0	0
Total FTE positions	50	*52	**55	55	55

*The 2005 Adopted Budget included two (2) additional staff for increased network security and added GIS capabilities.

**The 2005 Revised Budget included three (3) additional staff for Capital Improvement Program project tracking and management, Agenda Management system and additional support of Public Works field operations.

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IT Procurement made Easy!
by Brown, Bill 10/19/2005 12:43 PM
Tired of trying to figure out what components to order, what items are approved by IT/IS, how much they cost, how to order them, and what paperwork needs to be filled out?

In an effort to improve the IT procurement process IT/IS has simplified the...

Looking For The System Network Privileges Form?
by Duty, Joel 9/19/2005 6:55 AM
As of September 19th, 2005 you need to use the COWAPS system to submit all System Network Privileges forms. The COWAPS site can be found by typing <http://cowaps> in your web browser.

Data Center Charges - 2005
by Davis, Kimberly 3/29/2005 5:04 PM
Beginning January 1, 2005, a new cost model for data center charges was implemented. Overall the IT charges were reduced as much as 4.3% and some slightly increased. These changes were made to provide City departments with the most cost effective and...

Curious about computer viruses?
by Elmore, Kimberly 5/12/2004 3:54 PM
IT/IS has developed a document that explains the different types of viruses and how the City protects our system. It also lists how to get help if you suspect you have a virus, and tips on "do's" and "don'ts". Please check out the document, "Virus Protection..."

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File Name Modified By

01_which form should I use Mayta, Mike

03_How To Order PCs & Other Computer Items Brown, Bill

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How To Have IT-IS Perform A Service For You Warren, Anne

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03_Request_for_Services Tippin, Lucinda

04_PhoneMail Privilege Form Mayta, Mike

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06_Print Shop Job Request Form Warren, Anne

07_Printer Exception Request Form Warren, Anne

Background Check Duty, Joel

Sedgwick Co Non-Employee IT Usage Agreement Norman, Kevin

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How to Obtain and/or Change Your Billing Davis, Kimberly

New IT Charges Davis, Kimberly

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01_IT/IS Billing Service



INFORMATION TECHNOLOGY

The Information Technology department provides support to the city administrative staff, print shop, GIS applications, Internet technology and applications development and support. Citizen services available through the City of Wichita web site are water billing, permits and park and recreation registration.